



# Department of Health Services (DHS)

## Agency Dashboard Performance

### Economic Development

#### Assist participants in the FoodShare Employment and Training (FSET) Program to gain employment

**Metric Definition** DHS has 11 FSET regions across the state. The data reflect the total number of program participants that all 11 regions report gaining employment during the reporting period in question.



Goal Met	Current	Previous	Target	Trend
	2,409	2,072	1,500	

**Reporting Cycle** Quarterly April 1, 2017 - June 30, 2017)

**Additional Details** Recent reforms of the FoodShare Employment and Training (FSET) Program are designed to help FoodShare participants, especially able-bodied adults between ages 18 and 49 with no minor children living in their home, to transition into the workforce by increasing opportunities for education, vocational training and active engagement in the workforce. The program's overall goal is to assist Wisconsin residents to move from dependence on government programs to the independence that comes with working hard to build a prosperous future of their own choosing. DHS has set a target of 500 program participants a month (1,500 a quarter) gaining employment. See the DHS FSET program website for additional program data.

#### Project SEARCH employment rate

**Metric Definition** The percentage of Project SEARCH graduates employed after completion of the program. Employment is measured one year after completion for each school year. The criteria for "successful employment rate" is non-seasonal work at minimum wage or above, working at least 16 hours per week.

Goal Met	Current	Previous	Target	Trend
	88% (2015)*	85% (2014)*	85%	

**Reporting Cycle** Annual (school year: September - August)

**\*Project SEARCH is being transferred to DWD in September so DHS will stop reporting on it**



**Additional Details** Project SEARCH is a business led collaboration that enables young adults with disabilities to gain and maintain employment through training and career exploration. Of the 57 students who graduated in 2014, 50 were employed an average of 23 hours per week. The percentage increased from 2014 to 2015, exceeding the target of maintaining an 85% rate. Note that for 2015, reported employment date is as of June of 2016, which is one year after completion for most sites, but only 10 months after completion for one site with participants graduating in August. However, this is the most recent data available.

## Reform and Innovation

### Reduce the number of youth admissions to the Winnebago Mental Health Institute (WMHI)

**Metric Definition** This measure tracks the number of youth (individuals under the age of 18) who are admitted to WMHI in the quarter. The target is to reduce admissions by at least 5% per quarter when compared with the same quarter previous year, which helps to account for seasonal variations in youth census.

#### ED admission rate - youths under 18

Goal Met	Current	Previous	Target	Trend
	21.1% (increase)	3.1% (increase)	5%	



**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Over a five year period, the Division of Care and Treatment Services (DCTS) is providing \$500,000 per year in regional crisis intervention services aimed at reducing the number of youth who are treated at WMHI. The Department of Health Services (DHS) is also providing financial support to expand and improve crisis intervention services, \$250,000 for developing mobile crisis services, and \$1.5 million to support compliance with legislation on use of health professionals to complete crisis assessments. In conjunction with the Department of Children and Family Services, and the Office of Children's Mental Health, DHS has developed a number of other program measures aimed at reducing the incidence of Emergency Detentions (EDs) for children through more community interventions. Lastly, in his latest budget proposal, the Governor has allocated \$1.2 million to develop institution youth crisis stabilization beds. However, when diversion is not possible, WMHI remains statutorily required to accept all youths sent by Wisconsin counties as EDs.

## Efficient and Effective Services

### Sustain timely processing of applications for Medicaid and FoodShare benefits

**Metric Definition** The Department of Health Services' Income Maintenance program is responsible for reviewing applications for FoodShare, and other state benefits, and for determining eligibility.



Goal Met	Current	Previous	Target	Trend
	98.15%	97.03%	95%	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Ten Income Maintenance Consortia across the state and the DHS-managed Milwaukee Enrollment Services program (aka. MILES) are responsible for reviewing applications for state benefits and for determining eligibility. The Consortium processed 46,942 applications in June of 2017. In addition to processing new applications, it reported 663,765 cases to manage.

### Maintain Intensive Treatment Program (ITP) bed capacity at state centers

**Metric Definition** The number of Intensive Treatment Program (ITP) beds at the Wisconsin State Centers serving Intellectually Disabled/Developmentally Disabled (ID/DD) individuals with complex behavioral health needs. Capacity is defined as the number of beds that can treat individuals needing ITP services, regardless of each individual's treatment need.

Goal Met	Current	Previous	Target	Trend
	40	40	40	

**Reporting Cycle** Quarterly point-in-time (current June 30, 2017)

**Additional Details**



ITP beds are a critical component of the long-term care system to ensure ID/DD individuals with complex behavioral health needs can receive the necessary short-term treatment that help preserve community placements. ITP capacity may be filled, available, not filled and unavailable due to the needs of other individuals receiving treatment, not filled and unavailable due to staffing limitations. For example, if an individual's treatment needs require an apartment to remain vacant, those beds are not filled and unavailable due to the needs of individuals currently receiving treatment. Currently, 30 of 40 beds are currently filled, 6 beds are not filled and unavailable due to staffing needs, and 4 beds are available. The current quarterly target is to sustain the 40-bed capacity, as we explore the feasibility of adding four beds by the end of the year.

### Increase immunization rates for residents at Long Term Care facilities



**Metric Definition**

This measures the percentage of long-stay residents in Wisconsin nursing homes assessed and appropriately immunized for influenza and pneumococcal disease. Increasing the influenza and pneumococcal immunization rate is a primary prevention strategy to prevent illness, thereby decreasing the use of antibiotics, which is the single most important factor leading to antibiotic resistance.

**Influenza Immunization - Residents**

Goal Met	Current	Previous	Target	Trend
	96.8%	96.9%	90%	

**Pneumococcal Immunization - Residents**

Goal Met	Current	Previous	Target	Trend
	98.1%	97.5%	90%	

**Reporting Cycle**

Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details**

Preventing infections by increasing immunization rates is one of four core actions under a larger public health strategy to combat antibiotic resistance through increased awareness and promotion of antibiotic stewardship, and other primary prevention strategies to include promoting resident and staff immunization. Influenza and pneumonia among the top 10 causes of death in Wisconsin for individuals 65 and older.



The Division of Quality Assurance has re-evaluated available data and will now use immunization data obtained from the Centers for Medicare & Medicaid Services (CMS) Nursing Home Compare website. Information from the CMS website more accurately reflects immunization rates in Wisconsin nursing homes because it factors in individuals who were vaccinated outside the facility, individuals who were offered the immunization and declined and individuals who were medically ineligible to receive the vaccine. CMS reports this data quarterly on the Nursing Home Compare website: <https://www.medicare.gov/nursinghomecompare/search.html>

### Reduce the number of youth re-admissions to the Winnebago Mental Health Institute (WMHI)

**Metric Definition**

The re-admission rate indicates the rate at which youth (individuals under the age of 18) are re-admitted within 30 days of being released, as compared with the previous quarter. The target is to maintain a re-admission rate below 8%.

**Re-Admission Rate - Youths under 18**

Goal Met	Current	Previous	Target	Trend
	8.40%	10.80%	8%	

**Reporting Cycle**

Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details**



Re-admission rates are broadly viewed nationally as reflecting the extent to which treatment, discharge planning and community support processes routinely meet patient needs. It should be noted that 8% is based on national data from 2010 to 2014.

which reflect the results of all psychiatric hospitals and units, not just those facilities that, like WMHI, are required to accept all emergency detentions, regardless of risk, severity of mental illness, or current patient census.

## Customer/Taxpayer Satisfaction

### FoodShare and Medicaid overpayments established

**Metric Definition** The Office of Inspector General (OIG), in collaboration with local agencies, investigate alleged fraudulent activity involving FoodShare and Medicaid recipients. This activity is measured by the dollar amount of claims established as overpayments due back to these programs resulting from OIG and agency investigations.

Goal Met	Current	Previous	Target	Trend
	\$6,219,347	\$6,260,318	\$2,500,000	

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** The goal (as identified in the 2015-17 biennial budget) is to establish claims of \$10 million annually which translates to a quarterly goal of \$2,500,000 in overpayments established. Due to the cyclical nature of this measure, we are reporting the data quarter-for-quarter with the same quarter for the previous year.

## Open and Transparent Government

### Total number of public records requests received

**Metric Definition** Total number of [public records](#) requests received from 12am CST, April 1, 2017 through 11:59pm June 30, 2017.

Current	Previous	Trend
252	N/A	N/A

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Executive Order #235 requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received. This is the first quarter reporting this metric. Previous and trend data will not be available until the next reporting cycle.

### Total number of public records requests completed

**Metric Definition** Total number of [public records](#) requests completed from 12am CST, April 1, 2017 through 11:59pm June 30, 2017.


Current	Previous	Trend
233	N/A	N/A

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Executive Order #235 requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous reporting cycle. This is the first quarter reporting this metric. Previous and trend data will not be available until the next reporting cycle.

### Average time taken to fulfill public records requests

**Metric Definition** Total time taken (in business days) to fulfill [public records](#) requests divided by the total number of public records requests completed in this reporting cycle (from 12am CST, April 1, 2017 through 11:59pm June 30, 2017).


Goal Met	Current	Previous	Target	Trend
	7.75	N/A	10	N/A

**Reporting Cycle** Rolling average updated quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action required by the agency. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

#### Percentage of public records requests acknowledged within one business day

**Metric Definition** Percentage of [public records](#) requests sent to the agency's primary public requests inbox and acknowledged within one business day (received from 12am CST, April 1, 2017 through 11:59pm June 30, 2017).


Goal Met	Current	Previous	Target	Trend
	100%	N/A	100%	N/A

**Reporting Cycle** Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details** This does not include requests sent via channels other than the primary public requests inbox. Acknowledged means a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

#### Percentage of current employees completing public records training

**Metric Definition** Percentage of current employees that completed public records training by March 1 of each calendar year.

Goal Met	Current	Previous	Target	Trend
	99.09%	N/A	100%	N/A

**Reporting Cycle** Annual (March 1, 2016 - February 28, 2017)

**Additional Details** Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed training, but left employment before the end of the reporting cycle. This is the first reporting cycle. Previous and trend will not be available until the next reporting cycle.

#### Percentage of new employees completing public records training

**Metric Definition** Percentage of new employees that completed public records training within 30 calendar days of their start date.

Goal Met	Current	Previous	Target	Trend
<b>X</b>	87%	N/A	100%	N/A

**Reporting Cycle**

Rolling average updated quarterly (April 1, 2017 - June 30, 2017)

**Additional Details**

Public records training is available to state employees via our enterprise learning management system. All new employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of start date. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

**Percentage of exiting employees that received notice of public records retention obligations**
**Metric Definition**

Percentage of exiting employees that received notice of public records retention obligations on or before last employment.

Goal Met	Current	Previous	Target	Trend
<b>X</b>	83%	N/A	100%	N/A

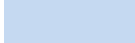
**Reporting Cycle**

Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details**

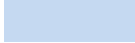
It is required that all exiting employees receive notice of public records retention obligations on or before last employment. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

Q4 FY17
1 regions
members, in to the orce. The idence and t of at least for
isured one k, paid
1 mployed and of ear after ugust;



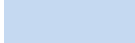
last  
for the

funding for  
department  
, including  
of mental  
illies, the  
as for  
effective  
elop non-  
required to



or Medicaid,

rogram  
onsortia  
active



ined as the  
ls.



avioral  
bed  
atment, or  
ther beds  
rrently  
reatment  
the

immunized  
rimary  
ortant

i initiative  
xpansion of  
ia are listed

ed from the  
S website  
were  
/ho were  
bsite at:

in 30 days  
/ 8%.

ing, and  
verages

quired to



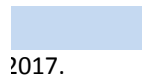
ity by

islates to a  
comparing



17.

in writing  
I will not be



2017.

r action is  
vious  
eporting



ords

this quarter  
aiting for  
days.  
r action is  
until the

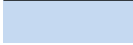
by the next

l is defined  
al holidays.  
cycle.

ite  
ured  
mpleted the  
and trend

2.

w state  
ays of their  
: reporting



day of

t day of  
ext